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Mr. Frank Chappa
State of New Jersey Board of Public Utilities
Two Gateway Center – 8th Floor
Newark, NJ 07102

Dear Mr. Chappa:

KPMG Consulting is pleased to submit the attached Draft Final Report, Version 1.1 of the Verizon OSS Evaluation Project for New Jersey. This report contains the results of test activities conducted on behalf of the State of New Jersey Board of Public Utilities (NJ BPU).

The Draft Final Report that accompanies this letter is organized around five OSS “domains” that include Pre-Order, Ordering and Provisioning (POP), Maintenance and Repair (M&R), Billing (BLG), Relationship Management and Infrastructure (RMI), and Performance Metrics (PMR). KPMG Consulting evaluated Verizon NJ performance across 536 test points. Each test point was evaluated against pre-determined criteria and assigned either a Satisfied or Not Satisfied result. All 536 test points were satisfied. KPMG Consulting used transaction-driven system testing extensively in the POP, M&R, and BLG domains. In addition, KPMG Consulting expanded the scope of the test, per direction from the NJ BPU, to include DSL Line Share, Line Loss Report, Line Migration and an enhanced Metrics Change Control test.

We look forward to working with you as the NJ BPU continues its review of the Verizon NJ OSS performance and welcome your comments regarding this release.

Respectfully yours,

Charles King
Managing Director
KPMG Consulting